

RETURN POLICY

Many Clarus products are made-to-order and may not be returned. Clarus reserves the right to refuse return of custom-made or specialty products. If Clarus chooses to accept a return, merchandise must be returned unused and properly packaged in its original shipping carton. Products may only be returned with written permission from Clarus. If permission is granted to return a product, a return merchandise authorization (RMA) must accompany the product. Returned products will not be accepted without an RMA. Unless otherwise agreed, the return freight charges are the customer's responsibility. All returns are subject to a restocking fee as described.

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RMA PERMISSION GUIDELINES

Permissions for returns are limited to the following product specifications. Any return request outside of the listed specifications are subject to approval. Clarus does not accept returns for any product with custom print or custom color. Clarus also will not accept the return of accessories.

STANDARD SIZES

- 2' x 3'
- 3' x 4'
- 4' x 6'
- 4' x 8'

PRODUCT TYPE

- Float
- Wall2Wall

CBC COLOR

- CBC-100 Pure White

FRAME COLOR

- Satin Silver
- White
- Jet Black

MAGNETIC OPTION

- Magnetic
- Non-magnetic

WHEEL OPTION

- 4-Wheel Frame

MOBILE FRAME SIZE

- M
- XL

RMA FEE BREAKDOWN

All return freight charges, and restocking fee are the customer's responsibility and are applied at Clarus' Discretion. Return Authorization fee breakdown is as follows:

RESTOCKING FEE

- 30% product subtotal

RETURN FREIGHT FEE

- Quoted upon request

CRATE FEE

- \$150 per crate (if new crate is needed)

FREIGHT TO SHIP CRATE FEE

- Quoted upon request

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